

STATE OF INDIANA

INDIANA UTILITY REGULATORY COMMISSION

**PETITION OF INDIANAPOLIS POWER & LIGHT)
COMPANY D/B/A AES INDIANA (“AES INDIANA”))
FOR AUTHORITY TO INCREASE RATES AND)
CHARGES FOR ELECTRIC UTILITY SERVICE,)
AND FOR APPROVAL OF RELATED RELIEF,) **CAUSE NO. 45911**
INCLUDING (1) REVISED DEPRECIATION RATES,)
(2) ACCOUNTING RELIEF, INCLUDING)
DEFERRALS AND AMORTIZATIONS, (3))
INCLUSION OF CAPITAL INVESTMENTS, (4) RATE)
ADJUSTMENT MECHANISM PROPOSALS,)
INCLUDING NEW ECONOMIC DEVELOPMENT)
RIDER, (5) REMOTE DISCONNECT/RECONNECT)
PROCESS, AND (6) NEW SCHEDULES OF RATES,)
RULES AND REGULATIONS FOR SERVICE)**

**PETITIONER INDIANAPOLIS POWER & LIGHT COMPANY
SUBMISSION OF COMPLIANCE FILING**

Petitioner Indianapolis Power & Light Company d/b/a AES Indiana, by counsel and in accordance with the Order in this Cause dated April 17, 2024, hereby files the attached compliance filing for the AES Customer Ecosystem Project.

Respectfully submitted,



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CERTIFICATE OF SERVICE

The undersigned hereby certifies that a copy of the foregoing has been served this 17th day of June, 2024 via electronic mail, to:

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D/B/A AES INDIANA

**AES Customer Ecosystem (“ACE”) Project
Monthly Compliance Report
IURC Cause No. 45911
June 17, 2024**

1. INTRODUCTION

On November 6, 2023, AES Indiana launched a comprehensive suite of new systems, including a customer information system (CIS), meter data management (“MDM”), customer service management (“CSM”), field services management (“FSM”) applications, asset manager, and multi-resource scheduling tool. These systems, referred to as the ACE Project, are the backbone of the meter-to-cash processes and customer interactions and are operational. As of June 10, 2024, the new systems have generated over 3,650,000 customer invoices since the project went into service in November 2023.

AES Indiana is filing monthly compliance reports with the Indiana Regulatory Utility Commission (“IURC” or “Commission”) under Cause No. 45911 to inform the Commission of the implementation of the ACE Project pursuant to the Commission order in IURC Cause No. 45911 dated April 17, 2024 (page 25). This compliance filing reports on issues with the ACE Project, how the issues are being addressed, the number of customers affected, and other information requested by the Commission concerning the ACE Project.

2. ISSUES WITH THE ACE PROJECT AND NUMBER OF CUSTOMERS AFFECTED

As of June 13, 2024, there are 187 open tickets opened with four degrees of prioritization: 11 critical, 41 high, 71 medium, and 64 low. For the critical tickets, eight are for billing, one for meter data, one for business process exception management, and one for finance and credits.

As used herein, the word “ticket” refers to a type of issue in the system that can impact one or multiple customers. System issue tickets are prioritized using a shared matrix, as shown in Figure 1, which provides an overview of the issue resolution process.

Figure 1. Priority Matrix

		Impact		
		High (>= 11 users) or (>=1 "Critical/A/B" Strategic C&I Customers) or (>= 500 Territory C&I Customers) or (>= 25% of residential customers)	Medium** (2-10 users) or (>=1 "C" Strategic C&I Customers) or (100-499 Territory C&I Customers) or (10% - 24% of residential customers)	Low (1 user) or (>=1 "D" Strategic C&I Customers) or (No Strategic C&I Customers) or (0-99 Territory C&I Customers) or (0% - 9% of residential customers)
Urgency	High (Action Blocked / No Workaround Possible)	P1 - Critical	P2 - High	P3 - Medium
	Medium (Action Blocked / Workaround guidance in hand)	P2 - High	P3 - Medium	P4 - Low
	Low (Action not blocked / end user inconvenience)	P3 - Medium	P4 - Low	P4 - Low

* Impact and Urgency are assigned based on the "highest" level identified in issue submissions. For example, if nine users and no customer impacts are identified, the Impact assigned is medium.

** Medium Impact also includes "Don't Know" responses on the issue submission form.

For the eight critical tickets impacting billing, while bill print continues to be the predominant issue, there is also an issue getting the data from SAP to the commercial customer portal, which allows large customers to see their usage and demand charges.

Tickets can be moved into the critical category to provide a greater sense of urgency due to the length of time they have been open without a resolution being identified and/or an upcoming business need to mitigate the impact on a customer and/or employee. Adjusting priorities is a normal part of incident management.

The May and June priorities for solution fixes in the system are presented in Table 1 along with the estimated number of customers impacted.

Table 1. Current System Issues and Customer Impact*

Description of Issue	Customers Impacted as of May 10, 2024	Customers Impacted as of June 13, 2024
Customers who have not received an invoice since going live in the new system	235	32
Unique Customers with bills/invoices impacted by OOB	22,492	16,850
Complex bills (e.g., outdoor lighting) and large C&I customer billing data and process issues not displaying correctly on the bill	35-40	**50-75
Unable to reissue bills when a bill was sent with inaccurate information	4,200	728 unique customers

* Because customers may be affected by multiple issues, the numbers in this table are not additive.

** Additional complex bills / large C&I customers impacted by the new rates and rate functionality implemented to comply with the April rate order.

3. HOW THE ISSUES ARE BEING ADDRESSED

Overall, AES Indiana has seen a reduction in the number of out-of-balance billing. The Company continues to work across technical and business teams to address the issues customers are experiencing. Every day, there are recurring calls and working groups to bring together cross-functional teams to create the solutions needed collectively. The majority of the issues require technical code to be tested, validated by the business, and put into production to ensure correct functionality. Each week, the Company has closed approximately ten tickets.

The Company continues to work with customers to communicate and respond to inquiries proactively. In Table 2, the Company shows the targets established for measuring billing stabilization in the left column.

Table 2. Key Performance Indicators for Billing to Reach Stabilization

Stability measure	Performance as of May 10, 2024	Performance as of June 7, 2024	Performance as of June 13, 2024
Between ~50-100 OOB after the nightly batch run for 10 consecutive batch runs	~400 bills	~200 bills	~180 bills
Zero critical tickets open	16 open critical	8 open critical	8 open critical
Backlog of OOBs reduced to under 10k	31,096 bills	23,800 bills	22,480 bills
No backlog of cancel/rebills	7,000 bills	2,718 bills	2,718 bills

AES Indiana is committed to resolving billing issues. To support the digital transformation, our customer systems will have limited operations from July 31 to August 5, 2024.

Customers can still contact our Customer Care representatives to inquire about a bill or request a move-in or move-out service. Payment options will not be available during this time. Also, during this period, the Company will provide additional training opportunities for our billing staff.

The Company will launch communications at the end of June recommending that customers set up payment arrangements, if needed, ahead of the July 31 limited operations. Otherwise, customers can pay bills or make arrangements beginning August 6. The Company also plans to announce new extended payment options available for customers who may have been affected by the billing system.

At this time, AES Indiana continues to not disconnect service for nonpayment or apply late fees.

4. OTHER INFORMATION REQUESTED BY THE COMMISSION

The Commission submitted additional questions on May 29, 2024. Written responses were filed on June 11, 2024, in Cause No. 45911.